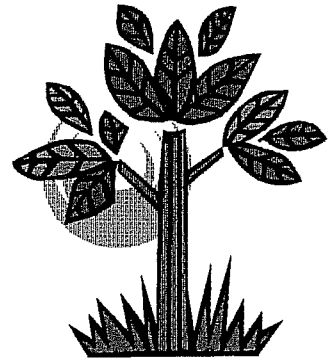


**GLEASON'S INSTANT TREE
COMPANY, INC.**



P. O. Box 90034
Sioux Falls, SD
57109-0034
Phone: 605-368-2678
Fax: 605-368-5606
gleasontrees@msn.com

TO: SOUTH DAKOTA ONE CALL NOTIFICATION BOARD

FROM: ARNOLD GLEASON, PRESIDENT

DATE: JULY 22, 2003

SUBJECT: ✓ COMPLAINT OC03-004 on June 12 at approximately 12:45
COMPLAINT OC03-007 on June 13 at approximately 2:33 pm
COMPLAINT OC03-008 on June 13 at approximately 2:35 pm

With regard to the above complaint, locates had been done for the site prior to our arrival. The landscapers doing the dirt work in preparation for irrigation and sod destroyed the locates; and then, without my knowledge, they re-located my locates for placement of the trees.

In 32 years of working with and next to underground utilities, I am aware of the extreme dangers of cutting into or damaging underground utilities. I try to prevent that from happening.

And finally, one of my employees was at the receiving end of a barrage of swearing and vulgar language by the individual who was apparently on site doing the locates. In response, my employee said that it was not necessary to use that kind of language. At that point, the individual left the site.

If you have any questions, please do not hesitate to call me. Thank you for your consideration of my response to this complaint.

c: Dan Bell, Midcontinent Communications

JAN-14-2000 05:00 FROM: S D ONE CALL 605-339-0529

TO: 3685606

P: 2/2

Page 1 of 1

South Dakota One Call

From: "South Dakota One Call" <exedir@sdonecall.com>
To: <gleasontrees@msn.com>
Sent: Sunday, July 27, 2003 11:15 AM
Subject: Clarification of Complaint Response

Arnold Gleason:

I received your response on Saturday and wanted to clarify a couple of statements prior to the committee meeting to review the complaint and associated response.

Your response states 'locates had been done for the site prior to our arrival'.

1. Do you have the ticket number associated with these locate requests? *No*
2. If not, do you have the approximate date and time that you called them in? *No*

Any documentation reflecting that a previous locate request for these addresses had been called in by Gleason's Instant Tree Company would be beneficial to the committee.

Your response states 'the landscapers doing the work in preparation for irrigation and sod destroyed the locates'.

1. Does this statement mean the landscapers had covered or removed the marks from an earlier locate request called in by Gleason's Instant Tree Company? *No*
2. If yes, were any 'Respot or Remark' locate requests called in to have the site remarked prior to excavation for the tree planting.

Your response states that 'without your knowledge, they (landscapers) re-located my locates for placement of trees'.

1. Please explain what re-located my locates means? e.g. Did the landscapers actually tone and mark the facilities or did the landscapers call in a respot ticket for your placement? *"Relocated my locates" means moving my a Gleason's Instant Tree Co flag from area originally placed when utility locates were visible.*
- Again, these questions are for clarification purposes to insure that the committee members reviewing the complaint have clear and accurate information. You may respond by email if you desire.

I would appreciate if you could clarify these items by August 1, 2003, so that I can establish a committee meeting time to obtain a proposed resolution to this complaint.

If you have any questions, please feel free to call me at 805-330-0529.

Larry Englerth
Executive Director
South Dakota One Call
605-339-0529

If you have any other questions, please call me on my mobile phone, 360-3048.

TO: Larry Englerth
TEL/FAX: 339-0529
FROM: Arnold Gleason
DATE: 8-4-03

7/27/2003

South Dakota One Call

SEQUENCE NUMBER 0003 CDC = TST

Type: *** R O U T I N E

*** Class: TRANSMIT

Transmit: 06/25/03

At: 0757 CDT

Prepared: 11-JUN-03

Time: 0936 CDT By: TOH

Ticket No.: 031620201

Operators Notified:

LCR=/LINCOLN RRL WTR/ NSP=/XCEL ENERGY / SFA=/SIOUX FALLS WTR/
UWS=/US WEST-ULS / DAT=/PRAIRIEWAVE / NNI=/N NATURAL GAS /
ATT=/AT&T / SFC=/MCC SIOUX FALLS/ M08=/MEC-SIOUX FALLS/
LUE=/SE ELE COOP / LIN=/SE ELE COOP-ALR/

Excavator Information:

Caller: ARNOLD GLEASON Phone: 605-368-2678

Excavator: GLEASON TREE COMPANY
Address: 27226 471ST AVE
City: HARRISBURG, SD 57032
Phone: 605-368-2678 Fax: 605-368-5606

Contact: ARNOLD GLEASON Phone: 605-368-2678
Alt. Contact: ARNOLD GLEASON Phone: 605-360-3048

Location Information:

County: LINCOLN City/Village: SIOUX FALLS City Limits?: Y

Map Ref: 43284-096452 Grids: 30

Exc. Site Address: 7601 PEREGRINE

Nearest Intersection: 84TH ST

Type of Work : PLANTING TREES

Work Being Done For: PENNIACLE VENTURE

Depth: 6FT

Explosives: N

Tunnel/Bore: N

Start Date: 06/13/03

Time: 0915 CDT

Duration: 07 DAYS

Meeting Required: N

Best Time to Contact: 0800 - 0800

Exc. Site (Marking Instr.): R.O.W.: Y TRSQ:

MARK REAR OF PROPERTY

Remarks:

EXPIRATION DATE 04-JUL-03

End Ticket

South Dakota One Call

SEQUENCE NUMBER 0004 CDC = TST

Type: *** R O U T I N E

*** Class: TRANSMIT

Transmit: 06/25/03

At: 0758 CDT

Prepared: 11-JUN-03

Time: 0937 CDT By: TOH

Ticket No.: 031620205

Operators Notified:

LCR=/LINCOLN RRL WTR/ NSP=/XCEL ENERGY / SFA=/SIOUX FALLS WTR/
UWS=/US WEST-ULS / DAT=/PRAIRIEWAVE / NN1=/N NATURAL GAS /
ATT=/AT&T / SFC=/MCC SIOUX FALLS/ M08=/MEC-SIOUX FALLS/
LUE=/SE ELE COOP / LIN=/SE ELE COOP-ALR/

Excavator Information:

Caller: ARNOLD GLEASON Phone: 605-368-2678

Excavator: GLEASON TREE COMPANY
Address: 27226 471ST AVE
City: HARRISBURG, SD 57032
Phone: 605-368-2678 Fax: 605-368-5606

Contact: ARNOLD GLEASON Phone: 605-368-2678
Alt. Contact: ARNOLD GLEASON Phone: 605-360-3048

Location Information:

County: LINCOLN City/Village: SIOUX FALLS City Limits?: Y

Map Ref: 43284-096452 Grids: 30
Exc. Site Address: .603 - 7603 PEREGRINE
Nearest Intersection: 84TH ST
Type of Work : PLANTING TREES
Work Being Done For: PENNIACLE VENTURE
Depth: 6FT Explosives: N Tunnel/Bore: N
Start Date: 06/13/03 Time: 0936 CDT Duration: 07 DAYS
Meeting Required: N Best Time to Contact: 0800 - 0800
Exc. Site (Marking Instr.): R.O.W.: Y TRSQ:
MARK REAR OF PROPERTY
Remarks:
EXPIRATION DATE 04-JUL-03

End Ticket

South Dakota One Call

SEQUENCE NUMBER 0005 CDC = TST

Type: *** R O U T I N E *** Class: TRANSMIT
Transmit: 06/25/03 At: 0758 CDT
Prepared: 11-JUN-03 Time: 0938 CDT By: TOH
Ticket No.: 031620206

Operators Notified:

LCR=/LINCOLN RRL WTR/ NSP=/XCEL ENERGY / SFA=/SIOUX FALLS WTR/
UWS=/US WEST-ULS / DAT=/PRAIRIEWAVE / NN1=/N NATURAL GAS /
ATT=/AT&T / SFC=/MCC SIOUX FALLS/ M08=/MEC-SIOUX FALLS/
LUE=/SE ELE COOP / LIN=/SE ELE COOP-ALR/

Excavator Information:

Caller: ARNOLD GLEASON Phone: 605-368-2678

Excavator: GLEASON TREE COMPANY
Address: 27226 471ST AVE
City: HARRISBURG, SD 57032
Phone: 605-368-2678 Fax: 605-368-5606

Contact: ARNOLD GLEASON Phone: 605-368-2678
Alt. Contact: ARNOLD GLEASON Phone: 605-360-3048

Location Information:

County: LINCOLN City/Village: SIOUX FALLS City Limits?: Y

Map Ref: 43284-096452 Grids: 30
Exc. Site Address: 7609 PEREGRINE
Nearest Intersection: 84TH ST
Type of Work : PLANTING TREES
Work Being Done For: PENNIACLE VENTURE
Depth: 6FT Explosives: N Tunnel/Bore: N
Start Date: 06/13/03 Time: 0937 CDT Duration: 07 DAYS
Meeting Required: N Best Time to Contact: 0800 - 0800
Exc. Site (Marking Instr.): R.O.W.: Y TRSQ:
MARK REAR OF PROPERTY
Remarks:
EXPIRATION DATE 04-JUL-03

End Ticket

South Dakota One Call

SEQUENCE NUMBER.0006 CDC = TST

Type: *** R O U T I N E

*** Class: TRANSMIT

Transmit: 06/25/03

At: 0758 CDT

Prepared: 11-JUN-03

Time: 0939 CDT By: TOH

Ticket No.: 031620208

Operators Notified:

LCR=/LINCOLN RRL WTR/ NSP=/XCEL ENERGY / SFA=/SIOUX FALLS WTR/
UWS=/US WEST-ULS / DAT=/PRAIRIEWAVE / NN1=/N NATURAL GAS /
ATT=/AT&T / SFC=/MCC SIOUX FALLS/ M08=/MEC-SIOUX FALLS/
LUE=/SE ELE COOP / LIN=/SE ELE COOP-ALR/

Excavator Information:

Caller: ARNOLD GLEASON Phone: 605-368-2678

Excavator: GLEASON TREE COMPANY

Address: 27226 471ST AVE

City: HARRISBURG, SD 57032

Phone: 605-368-2678 Fax: 605-368-5606

Contact: ARNOLD GLEASON Phone: 605-368-2678

Alt. Contact: ARNOLD GLEASON Phone: 605-360-3048

Location Information:

County: LINCOLN City/Village: SIOUX FALLS City Limits?: Y

Map Ref: 43284-096452 Grids: 30

Exc. Site Address: 7611 PEREGRINE

Nearest Intersection: 84TH ST

Type of Work : PLANTING TREES

Work Being Done For: PENNIACLE VENTURE

Depth: 6FT

Explosives: N

Tunnel/Bore: N

Start Date: 06/13/03

Time: 0938 CDT

Duration: 07 DAYS

Meeting Required: N

Best Time to Contact: 0800 - 0800

Exc. Site (Marking Instr.): R.O.W.: Y TRSQ:

MARK REAR OF PROPERTY

Remarks:

EXPIRATION DATE 04-JUL-03

End Ticket

South Dakota One Call

SEQUENCE NUMBER.0007 CDC = TST

Type: *** R O U T I N E

*** Class: TRANSMIT

Transmit: 06/25/03

At: 0758 CDT

Prepared: 11-JUN-03

Time: 0939 CDT By: TOH

Ticket No.: 031620209

Operators Notified:

LCR=/LINCOLN RRL WTR/ NSP=/XCEL ENERGY / SFA=/SIOUX FALLS WTR/
UWS=/US WEST-ULS / DAT=/PRAIRIEWAVE / NN1=/N NATURAL GAS /
ATT=/AT&T / SFC=/MCC SIOUX FALLS/ M08=/MEC-SIOUX FALLS/
LUE=/SE ELE COOP / LIN=/SE ELE COOP-ALR/

Excavator Information:

Caller: ARNOLD GLEASON Phone: 605-368-2678

Excavator: GLEASON TREE COMPANY

Address: 27226 471ST AVE

City: HARRISBURG, SD 57032

Phone: 605-368-2678 Fax: 605-368-5606

Contact: ARNOLD GLEASON Phone: 605-368-2678

Alt. Contact: ARNOLD GLEASON Phone: 605-360-3048

Location Information:

County: LINCOLN City/Village: SIOUX FALLS City Limits?: Y

Map Ref: 43284-096452 Grids: 30

Exc. Site Address: 7617 PEREGRINE

Nearest Intersection: 84TH ST

Type of Work : PLANTING TREES

Work Being Done For: PENNIACLE VENTURE

Depth: 6FT

Explosives: N

Tunnel/Bore: N

Start Date: 06/13/03

Time: 0939 CDT

Duration: 07 DAYS

Meeting Required: N

Best Time to Contact: 0800 - 0800

Exc. Site (Marking Instr.): R.O.W.: Y TRSQ:

MARK REAR OF PROPERTY

Remarks:

EXPIRATION DATE 04-JUL-03

End Ticket

South Dakota One Call

SEQUENCE NUMBER-0008 CDC = TST

Type: *** R O U T I N E

*** Class: TRANSMIT

Transmit: 06/25/03

At: 0758 CDT

Prepared: 11-JUN-03

Time: 0940 CDT By: TOH

Ticket No.: 031620211

Operators Notified:

LCR=/LINCOLN RRL WTR/ NSP=/XCEL ENERGY / SFA=/SIOUX FALLS WTR/
UWS=/US WEST-ULS / DAT=/PRAIRIEWAVE / NN1=/N NATURAL GAS /
ATT=/AT&T / SFC=/MCC SIOUX FALLS/ M08=/MEC-SIOUX FALLS/
LUE=/SE ELE COOP / LIN=/SE ELE COOP-ALR/

Excavator Information:

Caller: ARNOLD GLEASON Phone: 605-368-2678

Excavator: GLEASON TREE COMPANY

Address: 27226 471ST AVE

City: HARRISBURG, SD 57032

Phone: 605-368-2678 Fax: 605-368-5606

Contact: ARNOLD GLEASON Phone: 605-368-2678

Alt. Contact: ARNOLD GLEASON Phone: 605-360-3048

Location Information:

County: LINCOLN City/Village: SIOUX FALLS City Limits?: Y

Map Ref: 43284-096452 Grids: 30

Exc. Site Address: 7618 PEREGRINE

Nearest Intersection: 84TH ST

Type of Work : PLANTING TREES

Work Being Done For: PENNIACLE VENTURE

Depth: 6FT

Explosives: N

Tunnel/Bore: N

Start Date: 06/13/03

Time: 0939 CDT

Duration: 07 DAYS

Meeting Required: N

Best Time to Contact: 0800 - 0800

Exc. Site (Marking Instr.): R.O.W.: Y TRSQ:

MARK REAR OF PROPERTY

Remarks:

EXPIRATION DATE 04-JUL-03

End Ticket

South Dakota One Call

SEQUENCE NUMBER-0009 CDC = TST

Type: *** R O U T I N E

*** Class: TRANSMIT

Transmit: 06/25/03

At: 0758 CDT

Prepared: 11-JUN-03

Time: 0941 CDT By: TOH

Ticket No.: 031620214

Operators Notified:

LCR=/LINCOLN RRL WTR/ NSP=/XCEL ENERGY / SFA=/SIOUX FALLS WTR/
UWS=/US WEST-ULS / DAT=/PRAIRIEWAVE / NN1=/N NATURAL GAS /
ATT=/AT&T / SFC=/MCC SIOUX FALLS/ M08=/MEC-SIOUX FALLS/
LUE=/SE ELE COOP / LIN=/SE ELE COOP-ALR/

Excavator Information:

Caller: ARNOLD GLEASON Phone: 605-368-2678

Excavator: GLEASON TREE COMPANY
Address: 27226 471ST AVE
City: HARRISBURG, SD 57032
Phone: 605-368-2678 Fax: 605-368-5606

Contact: ARNOLD GLEASON Phone: 605-368-2678
Alt. Contact: ARNOLD GLEASON Phone: 605-360-3048

Location Information:

County: LINCOLN City/Village: SIOUX FALLS City Limits?: Y

Map Ref: 43284-096452 Grids: 30

Exc. Site Address: 7619 PEREGRINE

Nearest Intersection: 84TH ST

Type of Work : PLANTING TREES

Work Being Done For: PENNIACLE VENTURE

Depth: 6FT Explosives: N

Start Date: 06/13/03 Time: 0940 CDT

Meeting Required: N Best Time to Contact: 0800 - 0800

Exc. Site (Marking Instr.): R.O.W.: Y TRSQ:

MARK REAR OF PROPERTY

Remarks:

EXPIRATION DATE 04-JUL-03

End Ticket